

**Keane Federal Systems, Inc.
Worldwide Schedule for
Management, Organization and Business Improvement Services (MOBIS)
General Services Administration
Federal Supply Service
Contract Number: GS-10F-0156K
Authorized Federal Supply Service Schedule Pricelist**

Keane Federal Systems, Inc.
1660 International Drive
Suite 300
McLean, VA 22102

www.keane.com

**Keane Federal Systems, Inc.
1660 International Drive, Suite 300, McLean, VA 22102
Office: (703) 848-7200 - Facsimile (703) 848-7604
DUNS Number: 06-6781865
<http://www.keane.com>**

Period Covered by Contract: April 1, 2005 to March 31, 2015

**General Services Administration
Federal Acquisition Service**

Pricelist current through modification #10 dated 04/01/2010.

Products and ordering information in this Authorized FSS MOBIS Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <https://www.gsaadvantage.gov/>

TABLE OF CONTENTS

1. Who We Are.....	3
2. What We Do	4
3. What We Offer	4
3.1 Consulting Services (SIN 874-1)	4
3.2 Facilitation Services (SIN 874-2)	6
3.3 Survey Services (SIN 874-3)	7
3.4 Acquisition Management Support (SIN 874-6)	8
4. Labor Rate Tables.....	9
SIN 874-1: Consulting Services.....	10
SIN 874-2: Facilitation Services.....	11
SIN 874-3: Survey Services	12
SIN 874-6: Acquisition Management Support	13
5. Labor Category Descriptions/Minimum Qualifications.....	14
6. Service Contract Act.....	16

1. Who We Are

Founded in 1965, Keane, Inc. is a leading business and information technology (IT) consulting firm that helps government agencies and Global 2000 companies plan, build, manage, and rationalize their technology investments to optimize mission and business performance. Headquartered in Boston, our 45 branch offices and development facilities are supported by global practices and vertical industry groups across the United States, Canada, India, and the United Kingdom. We count our more than 7,000 professional consultants as the prime assets of our business.

Keane's wholly owned subsidiary, Keane Federal Systems, Inc. (KFSI), has extensive experience working with more than 50 federal, state, and local agencies. Keane develops long-term relationships with these clients through the consistent delivery of high quality, cost-effective, and responsive services. We accomplish this by adhering to repeatable and proven processes, and to the management disciplines and performance metrics incorporated in our core business and IT solutions. We use our methods to provide excellent service that translates into Keane's becoming a trusted advisor of our clients – not just getting the project done but helping our clients accomplish their strategic objectives. Our service delivery excellence has resulted in an impressive, consistent record that has been recognized by our clients – more than 90 percent of clients who have done business with us in the past choose Keane again.

KFSI based in McLean, Virginia, provides federal government clients with a wide range of management, organizational and business improvement services. KFSI service offerings will assist clients in meeting the new challenges of governing in the 21st century by helping them with innovative approaches to achieve positive outcomes, measurable performance improvements and sustained results. KFSI differentiates itself by its focus on government management combined with significant experience with commercial organizations. Its focus is the establishment of new practices, programs and methodologies from the government and commercial worlds to help government agencies deliver high performance service to their customers.

2. What We Do

KFSI provides a suite of IT services to the federal government. KFSI provides high-value consulting services to the federal government in the following business areas:

- Management Consulting Services
- Public Enterprise Assessments / Surveying
- Facilitation
- Privatization Support Services
- Program and Project Management

3. What We Offer

KFSI, specifically through its Business Solutions Group, includes professionals representing ‘best of breed’ commercial expertise, thus expanding Keane’s management consulting core competency to address unique organizational challenges faced by public officials. These experienced principals lead in areas such as:

- Crafting strategic and performance plans,
- Assessing investment alternatives through business case, ROI analysis and investment modeling,
- Rationalizing and prioritizing information technology initiatives,
- Drafting and passing milestone government reform legislation,
- Conducting business process improvement engagements,
- Leading change management initiatives,
- Managing project and program initiatives,
- Assessing organizational design and performance metric effectiveness, and
- Studying privatization and outsourcing options.

3.1 Consulting Services (SIN 874-1)

Keane offers premier management consulting to the federal government to assist managers of public enterprises and their partners achieve positive outcomes, measurable performance improvements and sustained results.

Keane provides innovative yet actionable solutions to the challenges facing public sector managers and the drivers of change. Improving customer service and operational performance in a challenging economic environment requires

thorough consideration of available options, identifying goals and objectives through strategic planning, determining costs of operations, improving processes, aligning processes with policy, and strategically using information technology alternatives.

Keane's consulting services include:

Business Process Improvement/ Reengineering

- Improving or enhancing operational performance, through reengineering, definition, documentation, and/or implementation
- Addressing the process, organization, and supporting technology components for a specific business function(s)
- Reviewing the supporting business and IT processes before, during, or following a system implementation
- Generating business requirements and requests for proposal for supporting IT and business initiatives

Business Planning & Analysis

- Developing operations strategy that aids organizations in accomplishing their business or IT goals
- Leading operational initiatives to address government policy implementation requirements
- Conducting critical operations analysis, such as organizational design, performance metrics and IT alignment

IT Strategy

- Reviewing the IT operations to address asset utilization, resource allocation, system consolidation, and technology prioritization
- Developing strategic organizational IT plans or strategic plans for the application and database portfolio

Supply Chain Planning

- Addressing critical functional activities, including logistics, demand planning, and procurement
- Reengineering customer service or support operations
- Conducting optimization analyses of the supply chain network
- Improving demand planning and forecasting methods
- Improving asset utilization

Investment Evaluation and Prioritization

- Rationalizing low-value applications and enhancing high-value applications to increase operating efficiency and effectiveness

- Developing consolidation and/or acquisition strategy for IT implementation initiatives
- Developing a repeatable model for investment evaluation and prioritization including IT and physical asset investments
- Addressing government requirements for IT investment management

Change Leadership/ Management

- Leading business-based projects, with potential IT aspects
- Implementing program management and implementation support
- Facilitating and communicating to generate consensus and create positive change within an organization

3.2 Facilitation Services (SIN 874-2)

Keane uses a number of different techniques to provide facilitation support including group briefings and discussions, workshops, leading diverse groups with varying interests to a common goal, and providing overall guidance in the collaboration effort. Keane applies its Productivity Management methodology for planning and facilitating meetings.

Project Preparation

A number of details must be addressed before starting the meeting. These details include defining the scope and boundaries of the effort, refining the objectives, gathering preliminary data, and obtaining facilities for the meeting.

Data Gathering

This step of the process collects the data needed to perform the meeting and develop recommendations to be discussed at the meeting. Data is gathered through interviews and from multiple documented sources, such as business strategies, strategic plans, etc.

Project Kick-Off

Experience has shown that facilitated meetings are far more successful when all participants fully understand the project, including its processes, objectives, and deliverables. This alignment is achieved through an initial project kick-off meeting that includes presentations by the facilitator and key meeting participants. The kick-off initiates the preparation steps that occur prior to the actual facilitated session.

Facilitated Session

This step covers the actual meeting that is facilitated. Within the meeting, several methods may be utilized to drive toward solutions and consensus,

including:

- Situation Analysis: Situation analysis examines the data gathered in the previous step to develop an understanding of the current situation. This effort analyzes strengths and weaknesses to produce a baseline to begin discussion. An important attribute of the situation analysis is that it not only identifies but tracks strengths and weaknesses, thereby exposing the root causes of an issue rather than concentrating on its symptoms.
- Benchmarking: This step compares the situation analysis against other similarly situated organizations to develop a gap analysis. This gap analysis identifies issues that should be improved, as well as those that should be eliminated.
- Process Modeling: In transformation sessions, “as-is” process flows are analyzed to identify potential “to-be” processes.
- Exercises: Exercises often help participants grasp concepts and foster collaboration and teamwork.

Recommendation Development

Using the situation analysis and the gap analysis from the previous steps, the assessment team develops a series of recommendations for improvement. These recommendations are prioritized by benefit and organized for a phased implementation if necessary.

Report Creation

In this step, the facilitator creates a report containing the information from the previous steps.

Report Presentation

The final step of the process is one or more presentations to the group and management (if applicable) to provide an overview of the report contents, to answer questions, and to encourage further discussion of improvement activities.

3.3 Survey Services (SIN 874-3)

Before an organization can embark on an improvement process to become world class, it has to understand its current challenges. The current situation becomes the baseline for the subsequent improvement efforts. Among the tools Keane uses to conduct assessments and process improvements, surveys capture essential information in order to review an organization’s people, processes, and technology bases, and identify strengths and weaknesses in each area. A critical goal of the survey is to place organizational practices into a common model that can be compared against federal agency and commercial best practices. This

effort facilitates a direct comparison of the effectiveness of existing practices against their peer agencies and applicable commercial organizations.

An immediate benefit of the survey is that it uncovers a number of obvious areas for improvement. The survey also identifies political, cultural, and other organizational barriers that must be overcome during the improvement process.

Keane employs a number of steps to test and refine surveys during development including:

- Ranking organization and customer issues,
- Testing and finalizing survey documents,
- Conducting a pilot test of the instrument,
- Preparing a survey cover letter,
- Preparing instructions and protocols,
- Designing survey tracking mechanisms and a data analysis scheme, and
- Delivering a sample target report

3.4 Acquisition Management Support (SIN 874-6)

Privatization, or competitive sourcing, is a strategic approach to improving the productivity of government agencies to improve resource utilization. Studies show that well performed competitive sourcing generally leads to greater efficiency while improving the level and quality of public services.

The Federal Activities and Inventory Reform Act of 1997 (FAIR Act) requires all federal agencies to identify every activity as a "commercial" or an "inherently governmental" activity. These inventories are provided to OMB and sent to Congress. Once an activity is identified as commercial, the agency is expected to identify its costs and either perform a competition under OMB Circular A-76 or justify why the activity should not be competed.

The Office of Federal Procurement Policy (OFPP) has the statutory responsibility for Circular A-76. The policy requires agencies to compare the cost of providing an activity in-house with the cost of contracting it out to the private sector. If the cost of using an outside supplier results in a savings of 10 percent or more over the in-house cost, agencies are to contract-out the activity. Since the 1970s the policy has been refined to ensure that the program achieves cost savings and that government employees are treated fairly under the process.

In-house efficiencies are achieved through a process called Most Efficient Organizations (MEO). In certain circumstances under OMB Circular A-76,

agencies that are considering contracting out an activity must first conduct a cost-benefit exercise to identify the MEO. The MEO refers to the government's in-house organization that would most efficiently perform a commercial activity after a managed competition under A-76. To determine the MEO, the in-house activity may reinvent, reorganize and restructure itself, including making capital investments, in order to arrive at the agency's most efficient method of performing the commercial activity.

Competitive outsourcing is one Keane's strongest practice areas. Keane can assist agencies by identifying FAIR Act inventory, identifying a function's costs, conducting A-76 study and then advising the agency on how deal with adverse human resource issues and set up an effective contract management system.

Keane can support government agencies in the following A-76 initiatives:

- Conducting feasibility studies,
- Planning for commercial activity assessments,
- Developing management plans,
- Developing performance work statements (PWS),
- Analysis and determination of Most Efficient Organizations (MEO),
- Developing Quality Assurance Surveillance Plans (QASP),
- Developing cost-benefit analyses, and
- Comparing in-house bids to proposed Interservice Support Agreement (ISSA) prices.

4. Labor Rate Tables

Keane has an exemplary combination of qualified staff, core capabilities, relevant corporate experience, and a long record of client satisfaction to offer the Government under this General Services Administration contract. Our labor rate tables for each SIN follow a brief summary of possible services.

SCHEDULE OF SERVICES

SIN 874-1: Consulting Services

The following is a nonexclusive list of examples of consulting services Keane provides:

- Strategic, business, & action planning
- Cycle times and customer service
- Process & productivity improvement
- Systems alignment
- System requirements and planning
- Organizational assessments
- Performance measures & indicators
- Program audits, & evaluations

Labor Category	Hourly Rate	Daily Rate
Subject Matter Expert	\$225.63	\$1,805.04
Principle Subject Matter Expert	\$187.38	\$1,499.04
Business Reengineering Expert	\$133.83	\$1,070.64
Managing Management Consultant	\$142.12	\$1,136.96
Sr. Management Consultant/Technology Expert	\$125.61	\$1004.68
Management Consultant	\$87.06	\$696.48
Research Analyst	\$89.25	\$714.00
Technical Writer/Editor	\$61.28	\$490.24

SIN 874-2: Facilitation Services

Facilitation Services may include, but are not limited to:

- The use of problem solving techniques
- Conducting briefings and strategic planning sessions
- Resolving disputes, disagreements, and divergent views
- Recording discussion content and focusing decision-making
- Defining and refining the agenda
- Convening and leading large and small group briefings and discussions
- Building consensus and buy-in for large complex initiatives

Labor Category	Hourly Rate	Daily Rate
Subject Matter Expert	\$225.63	\$1,805.04
Principle Subject Matter Expert	\$187.38	\$1,499.04
Business Reengineering Expert	\$133.83	\$1,070.64
Managing Management Consultant	\$142.12	\$1,136.96
Sr. Management Consultant/Technology Expert	\$125.61	\$1004.68
Management Consultant	\$87.06	\$696.48
Research Analyst	\$89.25	\$714.00
Technical Writer/Editor	\$61.28	\$490.24

SIN 874-3: Survey Services

Survey Services may include, but are not limited to:

- Planning survey design
- Sampling
- Survey development
- Pretest/pilot surveying
- Database administration
- Assessing reliability & validity
- Analyses of quantitative & qualitative survey data
- Administering surveys using various types of data collection methods as appropriate
- Production of reports to include, but not limited to: description and summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and representativeness of data
- Analysis of no-response; and briefings of results to include discussion of recommendations and follow-up actions

Labor Category	Hourly Rate	Daily Rate
Subject Matter Expert	\$225.63	\$1,805.04
Principle Subject Matter Expert	\$187.38	\$1,499.04
Business Reengineering Expert	\$133.83	\$1,070.64
Managing Management Consultant	\$142.12	\$1,136.96
Sr. Management Consultant/Technology Expert	\$125.61	\$1,004.68
Management Consultant	\$87.06	\$696.48
Research Analyst	\$89.25	\$714.00
Technical Writer/Editor	\$61.28	\$490.24

SIN 874-6: Acquisition Management Support

Privatization Support Services and Documentation may include, but are not limited to:

- Strategic, tactical, & operational level planning support
- Development of Quality Assurance Surveillance Plans (QASP)
- Development of in-house Government cost estimates
- Initial study planning
- Administrative appeal process support
- Development of Performance Work Statements (PWS)
- Performance of management studies to determine the Government's Most Efficient Organization (MEO)

Labor Category	Hourly Rate	Daily Rate
Subject Matter Expert	\$225.63	\$1,805.04
Principle Subject Matter Expert	\$187.38	\$1,499.04
Business Reengineering Expert	\$133.83	\$1,070.64
Managing Management Consultant	\$142.12	\$1,136.96
Sr. Management Consultant/Technology Expert	\$125.61	\$1004.68
Management Consultant	\$87.06	\$696.48
Research Analyst	\$89.25	\$714.00
Technical Writer/Editor	\$61.28	\$490.24

5. Labor Category Descriptions/Minimum Qualifications

<u>Labor Category</u>	<u>Description</u>	<u>Minimum Qualifications</u>
Subject Matter Expert	Applies business process improvement and engineering methodologies and principles to conduct major, enterprise-wide business process evaluation and modernization projects. Key coordinator between multiple project teams to ensure enterprise-wide integration and coordination of effort. Provides guidance and multi-disciplined professional leadership to evaluate the client's needs and create cost-effective solutions.	A Bachelor's or Master's Degree in Business Management or other professional discipline with 12-15 years relevant experience
Principle Subject Matter Expert	Applies business process improvement and engineering methodologies and principles to conduct business process evaluation and modernization projects. Provides subject matter expertise and leadership to project team to ensure integration and coordination of effort. Provides direction and multi-disciplined professional leadership to evaluate the client's needs and create cost-effective solutions.	A Bachelor's or Master's Degree in Business Management or other professional discipline with 6-10 years relevant experience
Business Reengineering Expert	Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.	5-7 years consulting experience, 4 year Degree
Managing Management Consultant	Oversees various tasks of a highly complex nature. Responsible for assembling the task team, assigning individual responsibilities, identifying appropriate resources needed, identifying appropriate consulting methods and approaches, and developing the schedule to ensure the timely completion of the tasks milestones and final acceptance. Must be familiar with the project scope and objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Monitors each assigned task, implements and assures adherence to task level quality and methodology standards, and keeps the client abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a Managing Consultant, provides technical and process direction for the complete task effort. Reviews and evaluates work of subordinate staff and prepares performance reports. May serve as a technical or methodological authority for a particular task area.	3-5 years consulting experience, 4 year Degree

<u>Labor Category</u>	<u>Description</u>	<u>Minimum Qualifications</u>
Sr. Management Consultant/Technology Expert	Leads or supports activities surrounding the technical design of initiatives that solve specific business needs, specializes in component-based architecture and reuse, defines and recommends initiative blueprints and validates system architectures to ensure they leverage deployment of technologies that are proven, stable, interoperable, portable, secure, and scalable.	5-7 years consulting experience, 4 year Degree
Management Consultant	Personnel in this category have demonstrated the ability to analyze and understand complex management, organizational, and business process problems. They are well versed in improvement strategies and actions.	3- 5 years, 4. yr. degree
Research Analyst	Gathers, organizes, and quantifies information on specific technical, business, or scientific issues or operating procedures. Analyzes data, develops information, and assesses available solutions and methodologies consistent with client s requirements. Develops and implements operational tests, assessments, and functional documentation.	4-7 years Specialized experience, 4 yr. Degree
Technical Writer/Editor	Researches subject matter, writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Familiar with standard concepts, practices, and procedures within a particular field. A high degree of creativity and latitude is required. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Performs a variety of tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. BS/BA degree (or equivalent) in a related area as well as 4 to 6 years of experience in the field or in a related area.	3-5 years experience, 4 yr. Degree

Small Requirements

The minimum dollar value of orders to be issued is \$100.00.

Maximum Order

(All dollar amounts are exclusive of any discount for prompt payment.)

- a) The maximum dollar value per order for all Special Item Number 874-1; 874-2; 874-3; and 874-6 is \$1,000,000. The Contractor is not obligated to honor any order for a combination of items in excess of \$1,000,000.
- b) Notwithstanding paragraph (a) above, The Contractor shall honor any order exceeding the maximum order amount in paragraph (a), unless that order (or orders) is returned to the ordering office within 5 workdays after receipt, with written notice stating the Contractor's intent not to provide the item (or items) called for and the reasons. Upon receiving this notice, the ordering activity may acquire the supplies or services from another source.
- c) Notwithstanding paragraph (a) and (b) above, the Contractor shall honor any purchase card orders exceeding the maximum order amount in paragraph (a), unless that order (or orders) is returned to the ordering office within 24 hours after receipt, with written notice stating the Contractor's intent not to provide the item (or items) called for and the reasons. Upon receiving this notice, the ordering activity may acquire the supplies or services from another source.

Service Contract Act

“The Service Contract Act (SCA) is applicable to this contract as it applies to the entire MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract.”